



REPLY DECLARATION OF PAUL A. LACOUTURE,  
VIRGINIA P. RUESTERHOLZ, AND  
CATHERINE T. WEBSTER

ATTACHMENT 11

**Massachusetts - DSL**  
**Maintenance - % Missed Repair Appointments - Loop/Central Office (MR-3-01-3342, MR-3-02-3342)**  
**Sep 01 - Jan 02**

**MR-3-01-3342****% Missed Repair Appointments - Loop**

VZ
Performance
Observations
CLEC
Performance
Observations

Sep-01    Oct-01    Nov-01    Dec-01    Jan-02    Sep-Jan

26.28%	29.06%	8.68%	9.71%	8.55%	9.08%
156	234	30608	34590	31636	97224

11.36%	6.52%	8.49%	6.67%	5.94%	8.22%
176	138	106	75	101	596

**MR-3-02-3342****% Missed Repair Appointments - Central Office**

VZ
Performance
Observations
CLEC
Performance
Observations

7.78%	7.25%	10.84%	7.64%	7.60%	8.69%
167	138	3387	3114	3369	10175

6.25%	0.00%	0.00%	0.00%	0.00%	2.17%
32	26	12	10	12	92

**MR-3-01-3342 and MR-3-02-3342 Weighted Average**  
**% Missed Repair Appointments - Loop/Central Office**

VZ
Performance
Observations
CLEC
Performance
Observations

16.71%	20.97%	8.90%	9.54%	8.46%	9.04%
323	372	33995	37704	35005	107399

10.57%	5.49%	7.63%	5.89%	5.31%	7.41%
208	164	118	85	113	688

**Repair Appointments Met****Inverse of Weighted Average of MR-3-01-3342 and MR 3-02-3342**

VZ
Performance
CLEC
Performance

83.29%	79.03%	91.10%	90.46%	91.54%	90.96%
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89.43%	94.51%	92.37%	94.11%	94.69%	92.59%
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REPLY DECLARATION OF PAUL A. LACOUTURE,  
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ATTACHMENT 12

**Massachusetts - DSL**  
**Maintenance - Mean Time to Repair - Loop/Central Office (MR-4-02-3342, MR-4-03-3342)**  
**Sep 01 - Jan 02**

**MR-4-02-3342 - Loop**

VZ
Performance
Observations
CLEC
Performance
Observations

Sep-01   Oct-01   Nov-01   Dec-01   Jan-02   Sep-Jan

30.40	30.39	17.90	19.08	17.67	18.30
156	234	30608	34590	31636	97224

19.76	19.48	16.17	14.87	12.70	17.24
176	138	106	75	101	596

**MR-4-03-3342 - Central Office**

VZ
Performance
Observations
CLEC
Performance
Observations

11.49	11.89	10.58	10.15	8.69	9.86
167	138	3387	3114	3369	10175

9.40	10.03	2.54	3.71	3.53	7.30
32	26	12	10	12	92

**Sum of MR-4-02-3342 and MR-4-03-3342**

VZ
Performance
Observations
CLEC
Performance
Observations

20.62	23.53	17.17	18.34	16.81	17.50
323	372	33995	37704	35005	107399

18.17	17.98	14.78	13.56	11.73	15.91
208	164	118	85	113	688



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ATTACHMENT 13



**Massachusetts - DSL**  
**Maintenance - % Repeat Trouble Reports within 30 Days - (MR-5-01-3342)**  
**Sep 01 - Jan 02**

**MASSACHUSETTS**

<b>MA-VZ</b>
Performance
Observations

Sep-01\*   Oct-01\*   Nov-01   Dec-01   Jan-02   Sep-Jan

46.13%	51.88%	16.99%	18.91%	17.66%	18.09%
323	372	33995	37704	35005	107399

<b>MA-CLEC</b>
Performance
Observations

17.31%	19.51%	15.25%	12.94%	12.39%	17.55%
208	164	118	85	113	490

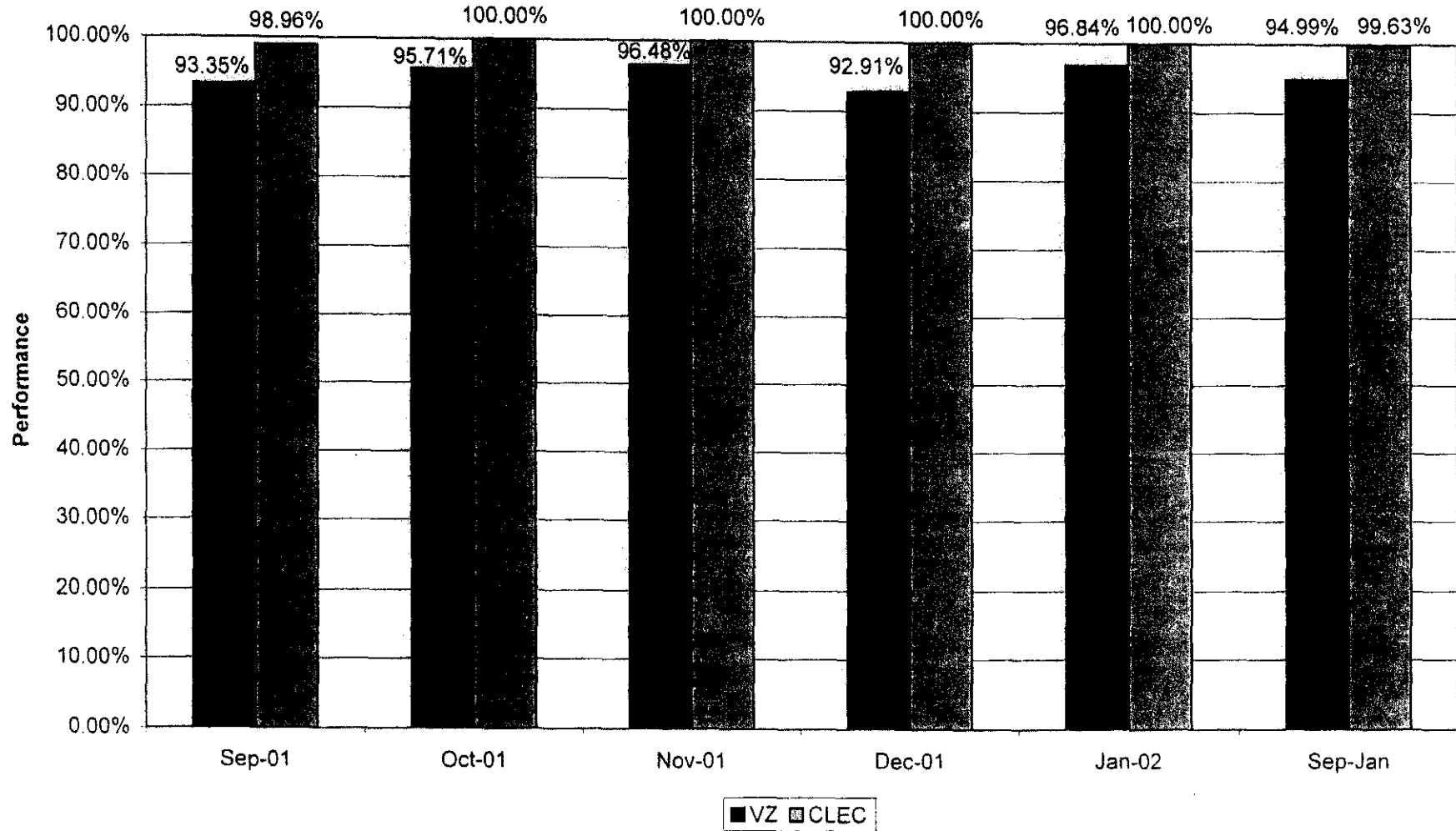
\* CLEC Sept and Oct adjusted for Misdirects & No Access



REPLY DECLARATION OF PAUL A. LACOUTURE,  
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ATTACHMENT 14

**Massachusetts - Platform**  
**Provisioning - % Appointments Met - Dispatch/No Dispatch**  
**(Inverse of PR-4-04-3341 and PR-4-05-3341)**  
**Sep 01 - Jan 02**



**Massachusetts - 2 Wire Digital**  
**Provisioning - % Missed Appointments - Dispatch and No Dispatch**  
**PR-4-04-3341 and PR-4-05-3341**  
**Sep 01 - Jan 02**

**(PR-4-04-3341)**

% Missed Appt. - Verizon - Dispatch - 2 Wire Digital

VZ
Performance
Observations
CLEC
Performance
Observations

Sep-01   Oct-01   Nov-01   Dec-01   Jan-02   Sep-Jan

9.92%	7.10%	5.46%	12.20%	5.29%	8.06%
524	451	403	377	378	2133

0.90%	0.00%	0.00%	0.00%	0.00%	0.22%
111	138	72	75	62	458

**(PR-4-05-3341)**

Percent Missed Appt. - Verizon - No Dispatch - 2 Wire Digital

VZ
Performance
Observations
CLEC
Performance
Observations

0.37%	0.00%	0.00%	0.00%	0.00%	0.08%
273	296	222	272	255	1318

1.22%	0.00%	NA	NA	0.00%	1.14%
82	4			2	88

% Appointments Met = Inverse of PR-4-04 and PR-4-05

**Dispatch**

VZ  
CLEC

90.08%	92.90%	94.54%	87.80%	94.71%	91.94%
99.10%	100.00%	100.00%	100.00%	100.00%	99.78%

**No Dispatch**

VZ  
CLEC

99.63%	100.00%	100.00%	100.00%	100.00%	99.92%
98.78%	100.00%	NA	NA	100.00%	98.86%

**Dispatch/No Dispatch**

VZ  
CLEC

93.35%	95.71%	96.48%	92.91%	96.84%	94.99%
98.96%	100.00%	100.00%	100.00%	100.00%	99.63%



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ATTACHMENT 15

**Massachusetts - 2 Wire Digital**  
**Maintenance - % Missed Repair Appointments - Loop/Central Office (MR-3-01-3341, MR-3-02-3341)**  
**Sep 01 - Jan 02**

**MR-3-01-3341****% Missed Repair Appointments - Loop**

VZ
Performance
Observations
CLEC
Performance
Observations

Sep-01   Oct-01   Nov-01   Dec-01   Jan-02   Sep-Jan

35.83%	41.97%	8.68%	9.71%	8.55%	9.12%
187	193	30608	34590	31636	97214

10.53%	15.25%	3.33%	0.00%	5.41%	8.02%
57	59	60	24	37	237

**MR-3-02-3341****% Missed Repair Appointments - Central Office**

VZ
Performance
Observations
CLEC
Performance
Observations

34.58%	45.35%	10.84%	7.64%	7.60%	9.31%
107	86	3387	3114	3369	10063

0.00%	10.53%	0.00%	0.00%	0.00%	3.71%
11	19	4	9	11	54

**MR-3-01-3341 and MR-3-02-3341 Weighted Average**  
**% Missed Repair Appointments - Loop/Central Office**

VZ
Performance
Observations
CLEC
Performance
Observations

35.38%	43.01%	8.90%	9.54%	8.46%	9.14%
294	279	33995	37704	35005	107277

8.83%	14.10%	3.12%	0.00%	4.17%	7.22%
68	78	64	33	48	291

**Repair Appointments Met**  
**Inverse of Weighted Average of MR-3-01-3341 and MR 3-02-3341**

VZ
Performance
CLEC
Performance

64.62%	56.99%	91.10%	90.46%	91.54%	90.86%
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91.17%	85.90%	96.88%	100.00%	95.83%	92.78%
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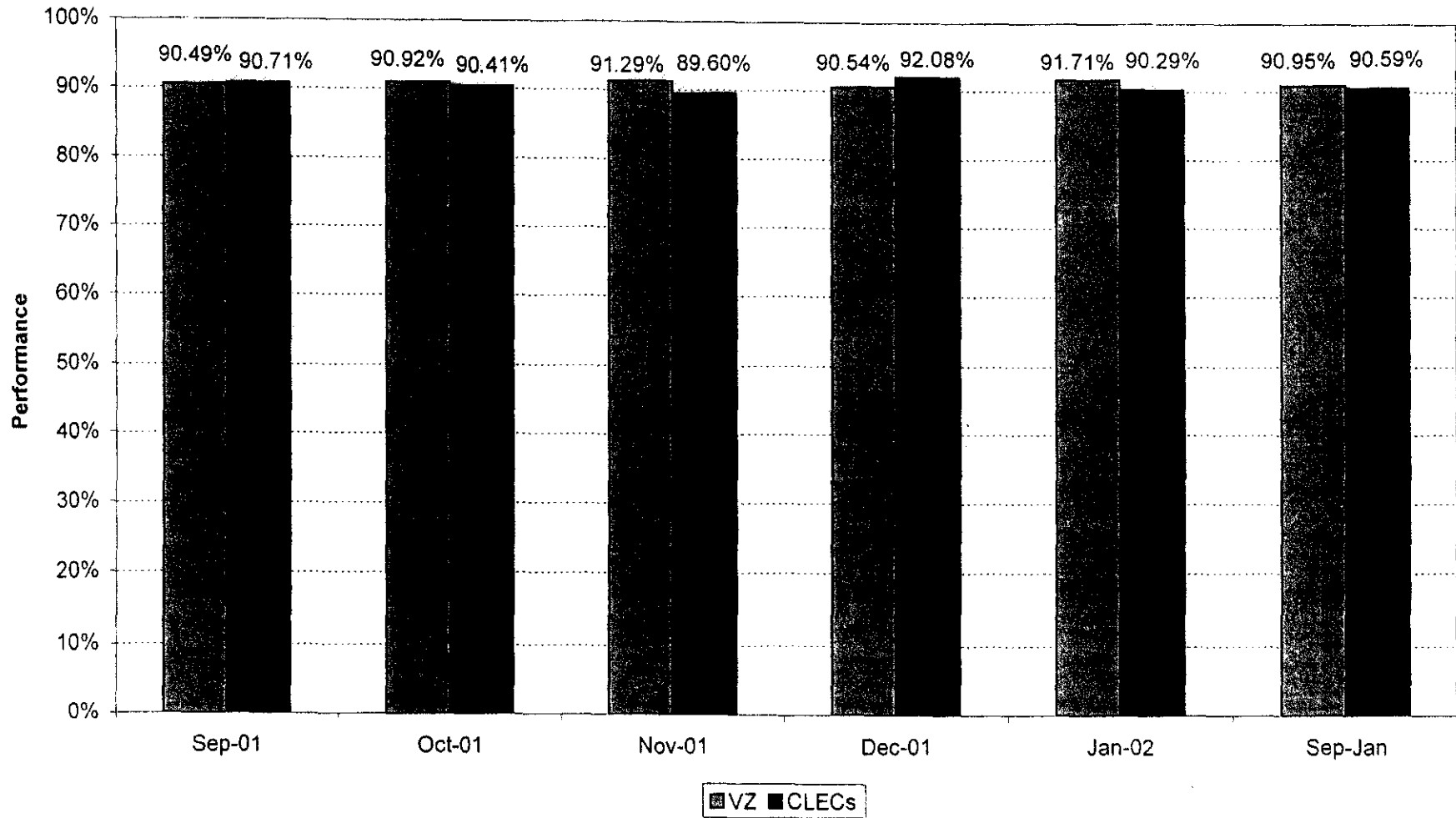




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ATTACHMENT 16

**Massachusetts - UNE Platform**  
**Maintenance - % Repair Appointments Met - Loop/Central Office - Bus. & Res.**  
**(Inverse of MR-3-01-3144, MR-3-01-3145, MR-3-02-3144 and MR-3-02-3145)**  
**Sep 01 - Jan 02**



**Massachusetts - UNE Platform**  
**Maintenance - % Missed Repair Appointments - Loop/Central Office - Bus. & Res.**  
**MR-3-01-3144, MR-3-01-3145, MR-3-02-3144, MR-3-02-3145**  
**Sep 01 - Jan 02**

**MR-3-01-3144****% Missed Repair Appointments - Loop - Bus.****VZ**

Performance  
Observations

Sep-01   Oct-01   Nov-01   Dec-01   Jan-02   Sep-Jan

12.17%	12.78%	9.59%	13.06%	12.20%	12.00%
7437	6440	5276	4983	5608	29744

**CLEC**

Performance  
Observations

9.39%	10.77%	11.94%	8.57%	12.50%	10.62%
213	195	134	140	184	866

**MR-3-01-3145****% Missed Repair Appointments - Loop - Res.****VZ**

Performance  
Observations

9.09%	8.19%	8.29%	9.07%	7.61%	8.50%
35899	32466	25076	29379	25767	148587

**CLEC**

Performance  
Observations

7.46%	4.23%	6.45%	3.70%	2.78%	4.91%
67	71	62	54	72	326

**MR-3-02-3144****% Missed Repair Appointments - Central Office - Bus.****VZ**

Performance  
Observations

12.34%	14.46%	14.51%	9.04%	9.64%	12.16%
1167	1203	999	907	996	5272

**CLEC**

Performance  
Observations

8.57%	16.22%	13.95%	12.20%	11.11%	12.44%
35	37	43	41	45	201

**MR-3-02-3145****% Missed Repair Appointments - Central Office - Res.****VZ**

Performance  
Observations

6.49%	8.48%	8.73%	6.59%	5.73%	7.22%
2726	2690	2280	2156	2303	12155

**CLEC**

Performance  
Observations

25.00%	0.00%	0.00%	0.00%	0.00%	4.76%
8	10	11	5	8	42

**% Missed Repair Appointments - Loop/Central Office - Bus. & Res.****VZ**

Performance  
Observations

9.51%	9.08%	8.71%	9.46%	8.29%	9.05%
47229	42799	33631	37425	34674	195758

**CLEC**

Performance  
Observations

9.29%	9.59%	10.40%	7.92%	9.71%	9.41%
323	313	250	240	309	1435

**Repair Appointments Met****Inverse of Weighted Average of MR-3-01-3144,****MR-3-01-3145, MR 3-02-3144, and MR 3-02-3145**

Sep-01   Oct-01   Nov-01   Dec-01   Jan-02   Sep-Jan

**VZ**

Performance

90.49%	90.92%	91.29%	90.54%	91.71%	90.95%
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**CLEC**

Performance

90.71%	90.41%	89.60%	92.08%	90.29%	90.59%
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ATTACHMENT 17

Verizon New England Inc.

State of New Hampshire

Docket # DT 01-151

Respondent: Margaret Detch  
Title: Senior Specialist

REQUEST: Joint CLECs, Set #1

DATED: August 30, 2001

ITEM: JC 1-75 Please indicate how many CLEC requests for dark fiber were rejected in NH during the period January 2000 through July 31, 2001 for reasons of no facilities available.

REPLY: Verizon NH determined that spare dark fiber was not available between the CLEC specified end points in 90 of the 107 inquiries received between January 200 and July 2001.

VZ # 126

Verizon New England Inc.

State of Vermont

Docket No. 6533

Respondent: Margaret Detch  
Title: Senior Specialist

REQUEST: CTC Communications Corporation, Set #1

DATED: September 11, 2001

ITEM: CTC 1-35 Please indicate how many CLEC requests for dark fiber were rejected in VT during the period January 2000 through July 31, 2001 for reasons of no facilities available.

REPLY: Verizon VT determined that spare dark fiber was not available between the CLEC specified end points in 23 of the 26 inquiries received between January 2000 and July 2001.

VZ #182



Verizon New England Inc.  
d/b/a Verizon Maine

State of Maine

Docket 2000-849

Respondent: Thomas Maguire  
Title: Vice President –  
Network Services Group

**REQUEST:** CTC Communication Corporation., Set #1

**DATED:** November 8, 2001

**ITEM CTC 1-45:** Please indicate how many CLEC inquiries and requests for dark fiber were rejected in Maine during the period January 2000 through September 30, 2001, and identify how many of those rejected were rejected for reasons of no facilities available.

**REPLY:** Verizon ME determined that spare dark fiber was not available between the CLEC specified end points in 100 of the 134 inquiries received between January 2000 and September 30, 2001. Of those 100, 98 were rejected due to no facilities available.

Verizon ME maintains data on orders provisioned but does not maintain data on the number of requests (ASRs) received from CLECs for dark fiber that were not provisioned.

VZ #243